

# Resume' of Qualifications

**Merrick V. Horne**

9603 Mallard Lake Road  
Collierville, TN 38017  
Home Phone (901) 759-9600

Home

Objective

Qualifications

Education

Employment

Awards / Skills

## OBJECTIVE

**To obtain the position of Senior Manager - PMO, a position of unfilled potential and the opportunity to produce positive results for the company. I am extremely interested in driving revenue generation, operating efficiencies and improved profit results for our shareholders. My experience in various facets of the organization gives me a unique perspective in the deliverables needed to be successful in this position.**



Home

Objective

Qualifications

Education

Employment

Awards / Skills

## QUALIFICATIONS

- Experienced executive with proven leadership performance and people skills
- Track record in Operations, Sales, Customer Support and multi-unit revenue generation
- Exhibited outstanding presentation skills and comfortable delivering message to Executive Management
- Managed geographically diverse locations on multiple occasions
- Experienced in P-N-L management

[Home](#)

[Objective](#)

[Qualifications](#)

[Education](#)

[Employment](#)

[Awards / Skills](#)

## EDUCATION

1994-1997    LeMoyne-Owen College

Candidate, BBA

Emphasis in Management



Home

Objective

Qualifications

Education

Employment

Awards / Skills

## Employment

<i>Senior Manager, Program Management Office - FedEx Express</i>	<i>2/06 - present</i>
<i>Regional Vice President, Ship Centers – FedEx Kinko's</i>	<i>2/05 – 2/06</i>
<i>Manager / Sr. Manager, Market Council – FedEx Corp.</i>	<i>5/03 – 2/05</i>
<i>Sr. Program Management Advisor – FedEx Retail Operations</i>	<i>9/01 – 5/03</i>
<i>Business Development Advisor – FDX Worldwide Services</i>	<i>5/98 – 9/01</i>
<i>Manager, Reg'l Key Acc.t Svc. – Sales Planning – FedEx Corp.</i>	<i>11/96 – 4/98</i>
<i>Senior Sales Project Analyst – Global Sales – FedEx Corp.</i>	<i>4/95 – 11/96</i>
<i>Administrative Manager – Hub Operations - FedEx Corp.</i>	<i>6/90 – 4/95</i>
<i>Operations Manager - Hub Operations - FedEx Corp.</i>	<i>6/88 – 6/90</i>
<i>Director of Distribution - Hope Oil Company, Inc. - Memphis, TN</i>	<i>1982 - 1986</i>
<i>Market Research/Service Representative - Holiday Inns, Inc.</i>	<i>1981 – 1986</i>
<i>Front-line Employee - Hub Operations - Federal Express Corp.</i>	<i>1978 – 1981</i>

Home

Objective

Qualifications

Education

Employment

Awards / Skills

# Employment

## **2006 - 2007 - Senior Manager, FedEx Express**

- **Worked with Executive Management to revise processes to control costs**
- **Created an electronic process to create and submit personnel requisitions**
- **Program Managed an FTE reduction strategy to improve productivity**
- **Program Managed the Implementation of the Small Customer Growth Strategy**
- **Program Managed the Service Agent Realignment strategy**
- **Provided extensive training for all employees, including:**
  - **Workplace Violence**
  - **Sexual Harassment**
  - **Project Management**
  - **Quality Training**



Home

Objective

Qualifications

Education

Employment

Awards / Skills

## Employment

### **2005 - 2006 - Regional Vice President; FedEx Kinko's**

- **Assisted in the Program Management of 176 former World Service Centers into functioning FedEx Kinko's Ship Centers**
- **Responsible for providing staffing and organizational leadership:**
  - **7 District Managers**
  - **37 Managers**
  - **635 Team Members**
- **Program Managed the Implementation of Pack-N-Ship Sales within all locations prior to planned start date, with 70% growth in sales within three months**
- **Drive over \$70M in annual revenues to the Company**
- **Led efforts on the "Dry Cleaners" program – to implement Ship Centers with production-oriented services**
- **Hired; H.R. Generalists, Technical Service Analysts, Program Manager**



Home

Objective

Qualifications

Education

Employment

Awards / Skills

## Employment

### **2003 - 2005 - Manager/Sr. Manager, Market Council; FedEx Express**

- Managed geographically dispersed workgroup
- Responsible for providing staffing and organizational leadership:
  - 10 Market Account Managers
  - 7 Professionals
- Program Managed the implementation of Market Council in Canada, including the creation of the position, Compensation and HR review, etc.
- Program Managed the expansion of Councils from the original twelve markets to over twenty-five, including justification, market analysis, and sales potential
- Region was the #1 Region in FY'05 rankings
- Managed Airshow and Finder's Keeper's Program



Home

Objective

Qualifications

Education

Employment

Awards / Skills

## Employment

### **2001 - 2003 Sr. Program Management Advisor, FedEx**

- Served as Program Manager for the development of the Market Council Program, including management of the National roll-out as deemed by Executive Management
- Worked with HR and Compensation to create Market Manager and Sr. Market Manager positions
- Assisted in the development and execution of Council Strategies
- Forged relationships from each of the FedEx Operating Companies, to effect cooperation and participation on an Executive and local level
- Coordinated the training modules through Business Institute
- Directed Council Orientation schedules in accordance with local market needs
- Assisted in the development of the Transition Team concept.
- Assisted in the on-going development of the Market Account Manager Program



Home

Objective

Qualifications

Education

Employment

Awards / Skills

## Employment

### **1998 - 2001 Business Development Advisor, FDX**

- **Selected as one of the original Business Development Advisors within World Wide Services.**
- **Assisted Corporate Director in the development and execution of customer account strategies, including the successful attainment and execution of multi-million dollar contracts with Dell, Intel, Motorola, and Sun Microsystems.**
- **Worked with Sales to increase volume and revenue throughout the various FDX companies, while completing financial analysis to ensure Corporate profitability.**
- **Assisted in contract execution to bring research capabilities to the organization.**
- **Produced several “White Papers” which included customer product definition, history, financial analysis, and executive review along with engagement opportunities.**



Home

Objective

Qualifications

Education

Employment

Awards / Skills

## Employment

### **1996 - 1998 Manager, Key Acct Services, FedEx Sales**

- **Managed Key Account Service Specialists, in the department's most functionally and geographically diverse workgroup.**
- **Assumed leadership role in the development of the department's Mission statement,**
- **Program Managed the refinement of the MIS reporting system and the department's Restructuring Process.**
- **Designed and developed a Facilitator program to train the organization's members, and the Internal Posting process to ensure senior specialists have priority on bidding for open positions.**

Home

Objective

Qualifications

Education

Employment

Awards / Skills

## Awards / Skills

- **Received prestigious Five Star Award from FedEx for outstanding accomplishment**
- **Received multiple commendations from Executive Management**
- **Taken multiple Project Management classes via FedEx**
- **Well-versed in multiple Microsoft Office programs**
- **Familiar with Microsoft Project**

[resume](#)